GREAT PLAINS INTERAGENCY DISPATCH CENTER

STANDARD OPERATING GUIDE # 14

TITLE: Dispatcher Roles and Responsibilities

EFFECTIVE DATE: October 22, 2004

UPDATE: October 2018

INTENT: To describe the roles and responsibilities of the various dispatch positions within Great Plains Dispatch.

PROCEDURE
These roles and responsibilities are a guide in how each person should work together to accomplish daily tasks, initial attack and extended attack duties. Every dispatcher should eventually learn the steps needed to master each position. Therefore, depending on activity, it is not solely up an individual position to accomplish listed tasks.

1. Floor Supervisor

Directs the dispatch floor in initial attack activities following guidelines and procedures set forth by the Board of Directors and Center Manager. Provides training and guidance for the initial attack dispatchers. Coordinates with the Initial Attack Dispatchers, to ensure all resources are properly statused. During low activity, assists in accomplishing daily duties and statusing and filling of resources in ROSS.

1.1. Upon initial fire report, initiates proper response as dictated by Initial attack guidelines, run cards, duty officers and local knowledge.

1.2. Has authority to send the closest available initial attack resources to respond to incidents.

1.3. Provides initial coordination for other emergency response ie, local PSAP's.

1.4. Coordinates with Duty officers as needed.

1.5. Provides assistance on unique problems encountered by lower level dispatch personnel.

1.6. Keeps the Incident Board current of initial incidents to include, GPC #, Location, name, resources responding.

1.7. Works directly with media and/or the GPC fire information personnel.

1.8. Assists in maintaining local mob guides, operating plans and SOP's.

2. Initial Attack Dispatcher

During the suppression of wildfires, this position handles initial support requests for personnel, equipment and supplies using pre-established guides and procedures. During non-fire occurrence periods, the employee assists with other dispatch duties.

2.1. Ensures he or she is knowledgeable of their zone for the day, as to proper response level, enabling efficient and accurate dispatches. Statuses resources on the board, with continual movement throughout the day, to ensure proper tracking. Logs movement in WildCAD.

2.2. Upon initial report of fires within dispatch area, helps the Floor Sup determine location, directs initial dispatch of personnel and equipment, via radio, in accordance with established procedures. This will include the issuance of command and tactical channels used at an incident. Keeps units responding apprised of changes to response or location.

2.3. Notifies Duty Officers and applicable counties.

2.4. Records and maintains initial attack and communications logs in WildCAD involving all telephone, and two-way radio transmissions for each incident on that zone. All documentation is essential.

2.5. Keeps informed of fire progress and suppression actions, dispatches additional resources as instructed by supervisor, and/or IC. Keeps supervisor informed as to general fire conditions and status of individual fires.

2.6. Submits spot weather forecasts as requested.

2.7. Reads daily Fire Weather Forecast AM and PM Red flags etc. over radio, ensuring all field units receive pertinent weather information.

2.8. Process resource orders through normal dispatch channels.

2.9. Daily data entries into a number of fire related computer applications.

3. Aircraft Dispatcher

The aircraft dispatcher is responsible for tracking of all aircraft utilized within the zone, tactical and administrative. During fire activity, the A/C dispatcher orders aircraft and flight follows until the aircraft is over the fire at which point the A/C will give size up

information to dispatch and begin flight following locally with the incident, once an incident commander is in place.

3.1. Using AFF tracks all aircraft within the zone, tactical or administrative. If an agency outside our IA responsibility has an A/C, the A/C dispatcher shall keep apprised of their situation and availability as well.

3.2. Ensures all flights coming into and going out of the zone have properly documented their flights on Flight Request forms.

3.3. Orders A/C either from local bases or through proper dispatch channels.

3.4. Keeps A/C availability board and web site up to date on a daily basis.

3.5. Develops and maintains aircraft crash, search and rescue plans.

3.6. Develops and maintains flight hazard maps for the zone.

3.7. Ensures all aviation policy and procedure material is stocked and current at the A/C desk.

4. Intelligence Dispatcher

Duties include gathering of information used for intelligence reporting, such as weather, statistical information on incidents, fire danger and planning levels, then disburses information according to local, regional and national policy. Processes resource order requests for the region as well as the agencies within the GPC zone, and coordinates with the manager and the assistant manager.

4.1. Monitors weather patterns/forecasts and maintain liaison with National Weather Service and fire weather meteorologists. Identifies potential significant weather situations and makes sure that information is disseminated.

4.2. Collects and inputs daily weather information into the national Weather Information Management System (WIMS). Ensures WX book is current with daily obs and forecasts.

4.3. Ensures the zone boards are updated daily with current fire danger, ERC's and response levels.

4.4. Compiles daily and weekly information to update the regional and national situation report and updates web site.

4.5. Completes 209's as needed for the zone, ensure we acquire correct / adequate information from each incident.

4.6. Keeps GPC Fire Information office or State DO apprised of activity, in order to fulfill requirements for reporting to Office of Emergency Management.

4.7. Completes daily, weekly, monthly, and year-end required records, reports, and summaries using established procedures.

4.8. Updates GPC web site, ensuring daily information is correct.

4.9. More detailed information on the Intel Dispatchers roles refer to the Intel Dispatch Guide at the Intel Desk.